

Digital Digest

Newsletter May 2023

In This Issue



Zoom Phone Services on the Horizon as ITS Completes Pilot Run

[Read more on page 2](#)



High Profile UCR Conference Room Transforms into a Zoom Room

[Read more on page 2](#)



IAMRiverside Replaces End-of-Life Legacy Identity and Access Management Architecture

[Read more on page 3](#)



Connecting the UCR Campus Community Through Slack

[Read more on page 3](#)

Say Hello to Digital Digest!

Welcome to **Digital Digest**, Information Technology Solutions' (ITS) monthly newsletter. Here you'll learn about UCR's Digital Transformation, an effort that strives to simplify, improve, and leverage technology for the betterment of the student, faculty, and staff experience.

Digital Transformation is bringing technological advancements to the University in ways that will accelerate research, enhance student learning, facilitate collaboration, better secure data, and automate workflows.

[Subscribe to the Digital Digest mailing list](#) to follow the progress of exciting technology initiatives and discover new services and tools that ignite possibilities for the Highlander Community.



Zoom Phone Services on the Horizon as ITS Completes Pilot Run



In the next few months, all campus telephony services will migrate to Zoom Phone Services

As part of the Digital Transformation initiative, ITS has invested in a unified, modern telephony platform: [Zoom Phone Services](#). This reliable and flexible phone service will keep UCR connected and allow everyone to communicate effectively and efficiently. Over the course of the next few months all campus telephony services will migrate to Zoom Phone Services.

In preparation for the launch of Zoom Phone Services, two pilot runs were completed on January 26 and March 23, 2023, respectively. Over 600 campus call center staff participated and the pilot generated positive feedback. Pilot testers reported increased reliability and overall better call quality.

[Continue reading on the blog](#)

High Profile UCR Conference Room Transforms into a Zoom Room



ITS is modernizing campus spaces with new videoconferencing and collaboration technology

The Rooms for Increasing Student Engagement (RISE) effort has provided a jumping-off point to improve classroom technology and enhance learning. As a result of the success of this effort, along with the continued space constraints on campus and demand for flexible working and learning environments, ITS has invested in the next edition of RISE with the purchase of a unique service agreement with Zoom.

Under this new agreement ITS will modernize additional spaces on campus with new videoconferencing and collaboration technology. The initiative is called [RISE: Generation Zoom](#).

In fact, ITS has already updated more than 25 spaces on campus as part of a pilot program.

[Continue reading on the blog](#)

IAMRiverside Replaces End-of-Life Legacy Identity and Access Management Architecture



Once fully configured, IAMRiverside will greatly improve UCR's security posture and streamline the user account lifecycle

IAMRiverside, UCR's new identity and access management (IAM) solution, was implemented on March 21, 2023. This is the first major step in replacing the University's end-of-life legacy IAM architecture, as it effectively lays the new structural foundation for the campus' identity lifecycle management.

Once fully configured, IAMRiverside will [greatly improve UCR's security posture and streamline the user account lifecycle.](#)

IAMRiverside is now being used to manage campus identities, also commonly referred to as user accounts or NetIDs.

[Continue reading on the blog](#)

Connecting the UCR Campus Community Through Slack



All students, faculty, and staff will soon have access to Slack, a virtual collaboration and communication platform

One of the main goals of the Digital Transformation initiative is to establish common platforms where Highlanders can learn, teach, work, and collaborate seamlessly. In support of this endeavor, ITS recently invested in Slack Enterprise Grid, a centralized, secure virtual space that allows students, faculty, and staff to communicate, share files, and work together.

Slack Enterprise Grid connects the entire UCR community like never before. Every student, faculty, and staff member will have access to their own Slack account at no cost to the user or their department.

[Continue reading on the blog](#)

Access ITS Support and Resources

Stay in the know! [Subscribe to our newsletter mailing list.](#) You can also find resources and additional information by visiting the [ITS Digital Transformation webpage.](#)

Need IT help? [Get support.](#)